



**CORRIGOPRO**

# Managing Work Orders with CorrigoPro Desktop

Life of a work order – Desktop



## During this tutorial we will cover...

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- Logging into CorrigoPro Desktop
- Locating your work orders
- The message
- The work order contact
- The service location
- The issue
- Service Level Agreement (SLA)
- Not To Exceed (NTE) amount
- Accepting or rejecting a work order
- Checking in
- Check lists
- Pausing a work order
- Checking out
- Work verification and rating
- The CruChat link

# Log into Your CorrigoPro Desktop

CorrigoPro Desktop login page URL- <https://login.corrigo.com/connect/login>

**CORRIGOPRO**  
DESKTOP

Log into your CorrigoPro Desktop using your email address and password, set up during registration

test@Corrigo.com

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REMEMBER ME

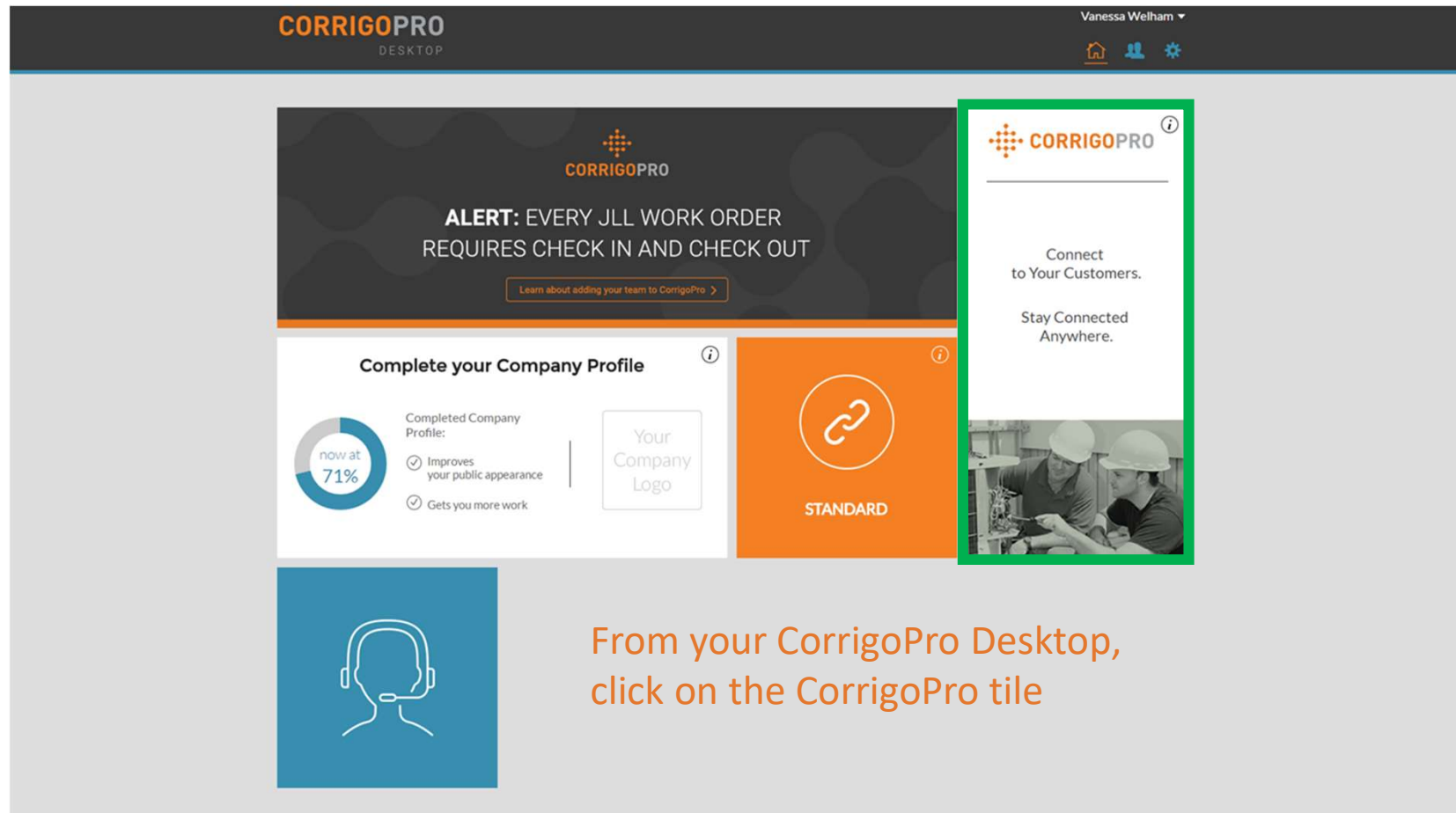
**LOGIN**

[FORGOT YOUR PASSWORD?](#)

Then click "LOGIN"

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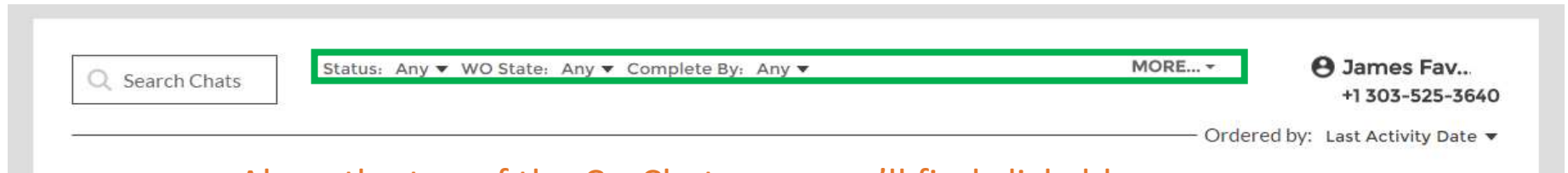
# Locating Your Work Orders



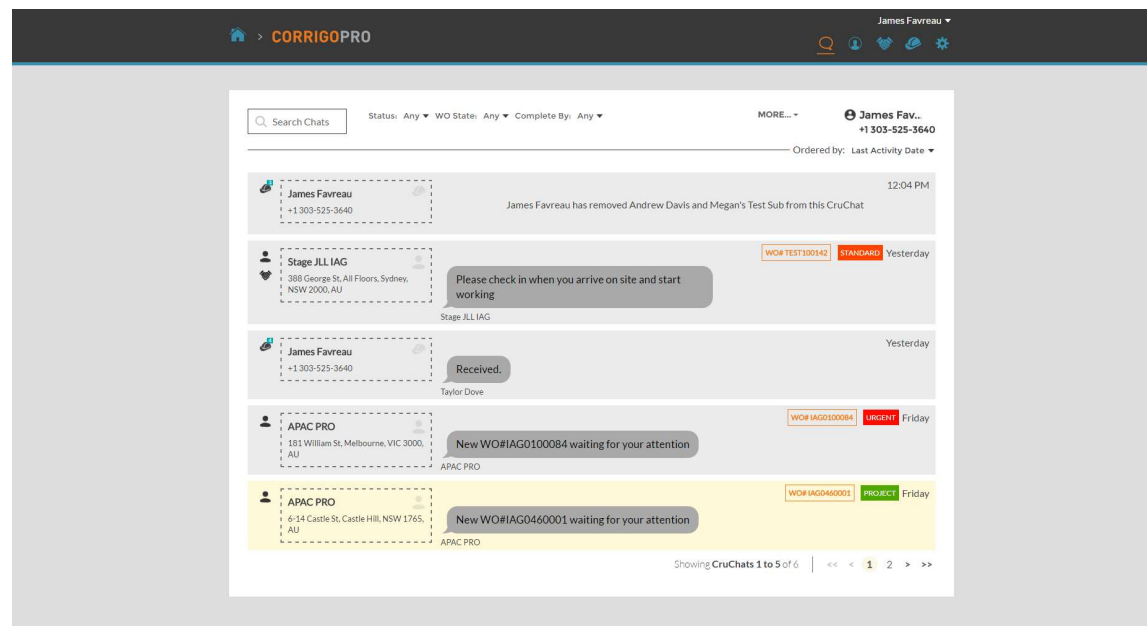
The screenshot shows the CORRIGOPRO Desktop interface. At the top left, the logo reads "CORRIGOPRO DESKTOP". At the top right, the user name "Vanessa Welham" is displayed with a dropdown arrow, and there are icons for home, user profile, and settings. The main content area features a dark alert banner: "ALERT: EVERY JLL WORK ORDER REQUIRES CHECK IN AND CHECK OUT" with a link to "Learn about adding your team to CorriGoPro". Below this is a "Complete your Company Profile" section with a progress indicator showing "now at 71%", a list of benefits (improves public appearance, gets more work), and a "Your Company Logo" placeholder. To the right is an orange "STANDARD" tile with a chain icon. On the far right is a vertical navigation menu with a green border, containing the CORRIGOPRO logo, the text "Connect to Your Customers. Stay Connected Anywhere.", and a photo of two workers in hard hats.

From your CorriGoPro Desktop, click on the CorriGoPro tile

# Locating Your Work Orders



Along the top of the CruChat page you'll find clickable menus, allowing you to search and filter your CruChats.

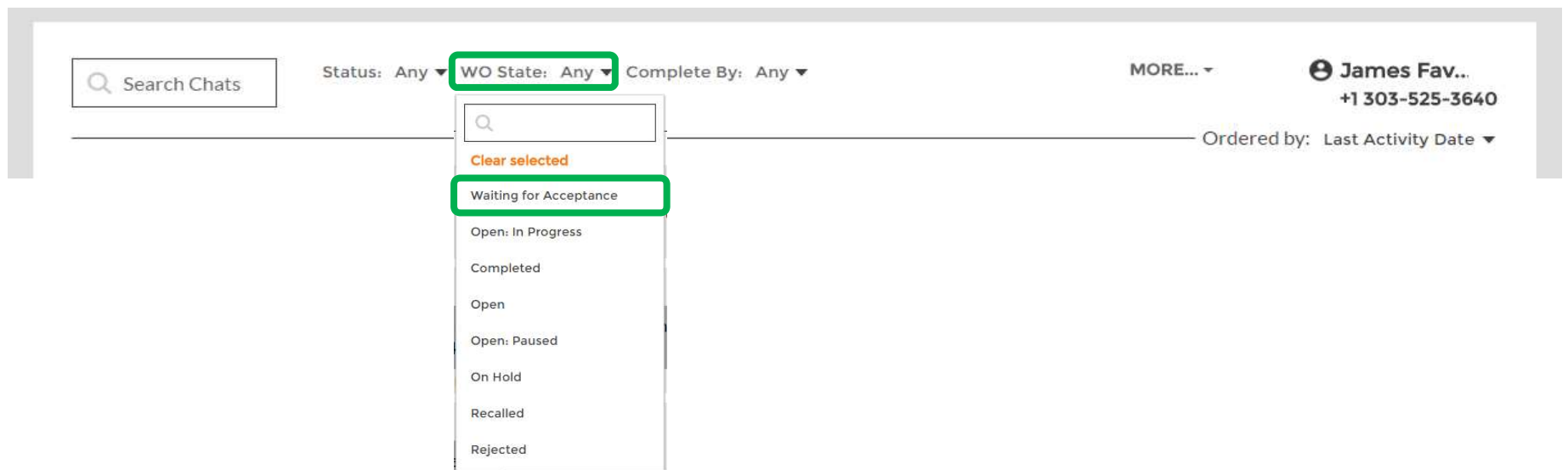


You will be taken to your CruChats page where you be able to locate all of the work orders sent by your connected customers

# Locating Your Work Orders

Powerful filter options make it easy to sort your CruChats and work orders

Let's look for work orders still waiting for acceptance



To find any CruChats with work orders that have not yet been accepted, click on the “WO State” menu, click on “Waiting for Acceptance”

# Locating Your Work Orders

The screenshot shows the CORRIGOPRO interface with a search bar and filters. The filters are: Status: Any, WO State: Waiting for Acceptance, Complete By: Any. The user is James Favreau (+1 303-525-3640). The work orders are ordered by Last Activity Date. The first work order (WO# IAG0100084) is URGENT and is in a gray box. The second work order (WO# IAG0460001) is PROJECT and is in a yellow box. The third work order (WO# IAG0020003) is HIGH and is in a gray box. Each work order has a chat message: "New WO#IAG0100084 waiting for your attention", "New WO#IAG0460001 waiting for your attention", and "New WO#IAG0020003 waiting for your attention".

CruChat boxes in yellow have not been opened or have new information that needs to be read  
Those in gray have already been opened

Let's click on the unread work order still waiting for acceptance

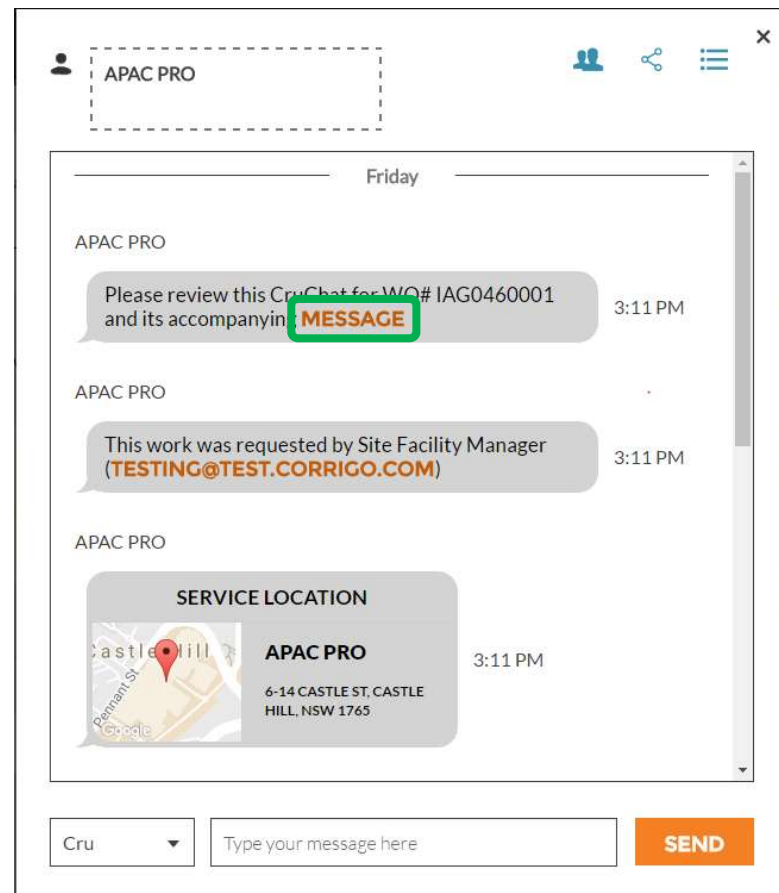
# Reviewing a New Work Order

All of the details of the work order are contained within the CruChat, with every action time and date stamped

Orange text in the work order is clickable

To begin, scroll to the top of the work order

Click on the “MESSAGE” link to display information related to the work order, input by the customer





# Accompanying Message

Contact information, work description, and procedural details may be included in the message

To exit the message box and return to the work order, click “CLOSE”

### WO #IAG0460001 Accompanying Message ×

Property: Castle Hill - 6-14 Castle St  
Location: Shop 377 Level 3, Castle Towers Shopping Centre - Level 03  
Customer Contact: Site Facility Manager  
Priority: Project - Please schedule technician arrival within the listed ETA.  
Work Completion Due By: 6/30/2017 5:00 PM  
Expanded Work Description: Landscaping:Trees & Shrubs:maintenance and replacement  
Contact No: testing@test.corrigo.com

STANDARD PROCEDURES AND TERMS:

Prior to attending site, please ensure that you have contacted the Facilities Manager or the Onsite Contact listed below and arrange an appropriate time to attend within the Required Completion Time.

Check-in/check-out via your Corrigo Pro app is required when on-site.

The Corrigo Pro app can be downloaded from the Apple or Google App store.

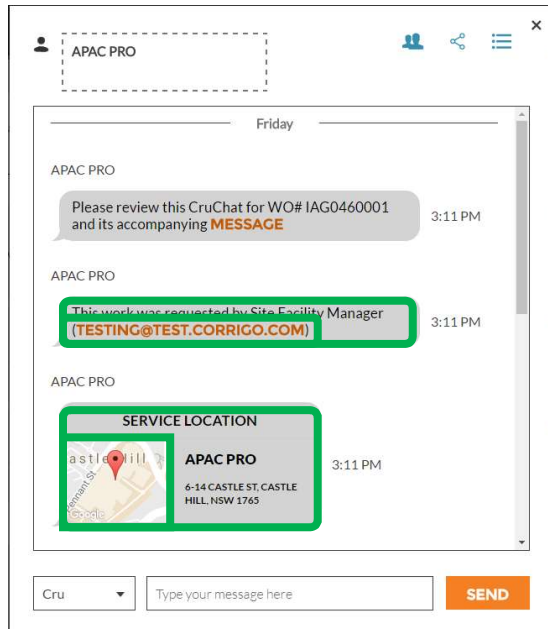
For assistance or additional information related to this work order, please contact the JLL Property Service Centre at 1800 063 841.

For help with your Corrigo Pro account, please contact Corrigo Pro Support at apacsupport@corrigo.com or call 1800 875 264.

IMPORTANT OH&S and LEGAL INFORMATION:

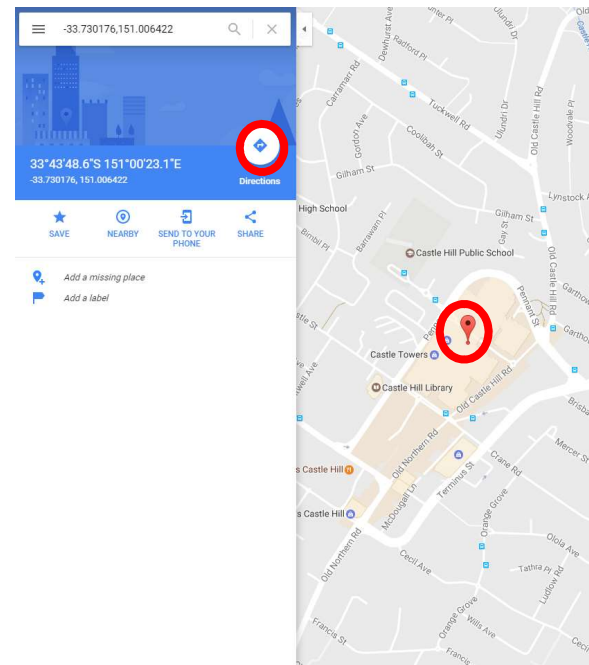
**CLOSE**

# Site Contact and Service Location



Next you will see the customer's site contact, with a clickable email or phone number link

Followed by the service location with the physical address and an interactive map link



Clicking on the map link will open the native mapping application on your PC to allow for specific directions and navigation to your customer's site

# The Issue and SLA

Below the service location you will find the reported issue and/or requested task

The Service Level Agreement (SLA) for the work order is listed next

Be aware that your customer will rate you on your ability to meet the SLA timeframes

The screenshot shows a chat window titled "APAC PRO" with a close button (X) in the top right corner. The chat history includes three messages from "APAC PRO":

- Message 1:** "The problem was reported as follows:  
Asset: Landscaping  
Task: Trees & Shrubs  
Additional Description: maintenance and replacement" (3:11 PM)
- Message 2:** "The SLA for this Project priority work is:  
on-site by 06/29/2017 11:00 PM  
complete by 06/30/2017 3:00 AM  
You will be rated on your ability to meet this SLA" (3:11 PM)
- Message 3:** "You cannot invoice us more than \$250.00 for this work. Click [HERE](#) if you need this increased" (3:11 PM)

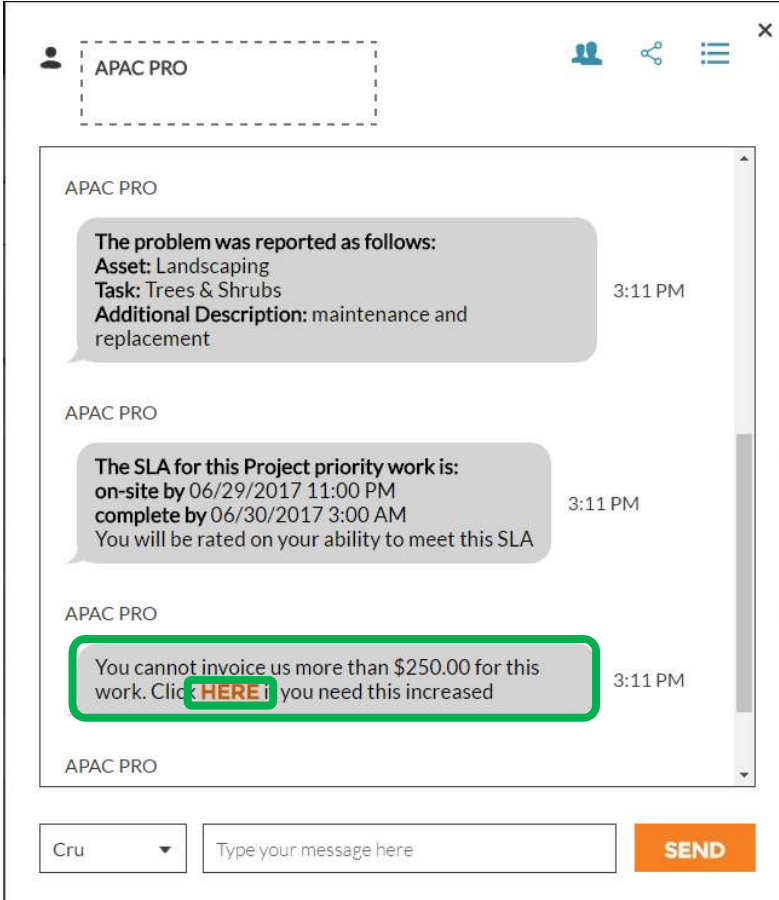
At the bottom of the chat window, there is a dropdown menu with "Cru" selected, a text input field with the placeholder "Type your message here", and a blue "SEND" button.

# NTE: Not to Exceed

Next, you will see the Not To Exceed (NTE) amount for this work order

The NTE is determined by the customer as a ceiling cost for the requested repair or service

If you need to request an increase to the NTE amount, click on the “HERE” link, the “Submit Quote” box will appear



The screenshot shows a chat window titled "APAC PRO". The chat history includes three messages from "APAC PRO":

- 3:11 PM: "The problem was reported as follows:  
Asset: Landscaping  
Task: Trees & Shrubs  
Additional Description: maintenance and replacement"
- 3:11 PM: "The SLA for this Project priority work is:  
on-site by 06/29/2017 11:00 PM  
complete by 06/30/2017 3:00 AM  
You will be rated on your ability to meet this SLA"
- 3:11 PM: "You cannot invoice us more than \$250.00 for this work. Click [HERE](#) you need this increased"

The "HERE" link in the third message is highlighted with a green box. At the bottom of the chat window, there is a dropdown menu with "Cru" selected, a text input field with the placeholder "Type your message here", and a "SEND" button.

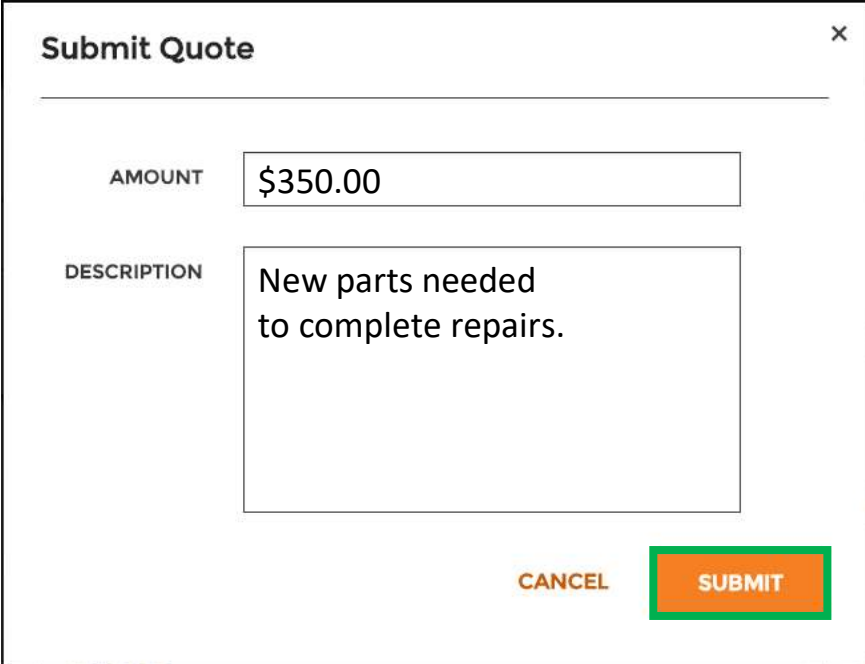
# Submitting a Quote

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Enter the quote amount for the requested service, and a description justifying the quote amount

Then click "SUBMIT"

The customer will be notified of the requested NTE increase and will have the opportunity to either accept or reject the quote



Submit Quote

AMOUNT \$350.00

DESCRIPTION New parts needed to complete repairs.

CANCEL SUBMIT

# Accepted Quote and the New NTE

The details of the requested NTE increase are recorded, in real time, in the CruChat

In this example, the customer has approved the quote and the quote amount is now shown as the updated NTE amount

The screenshot displays a chat interface for 'APAC PRO'. At the top, a system message reads: 'You will be rated on your ability to meet this SLA'. The chat history includes a message from APAC PRO at 3:11 PM asking for acceptance or rejection of a quote for work order #IAG0460001. A separator line indicates the start of 'Today'. A message from James Favreau at 9:54 AM states that a quote for \$350.00 has been submitted, while the current NTE remains at \$250.00. This message is highlighted with a green box. A subsequent message from APAC PRO at 10:02 AM confirms the approval of the \$350.00 quote, also highlighted with a green box. A final message from APAC PRO at 10:02 AM informs the user that they cannot invoice more than \$350.00 for this work, with the amount highlighted by a green box. The chat input area at the bottom shows a dropdown menu set to 'Cru', a text field with the placeholder 'Type your message here', and a 'SEND' button.

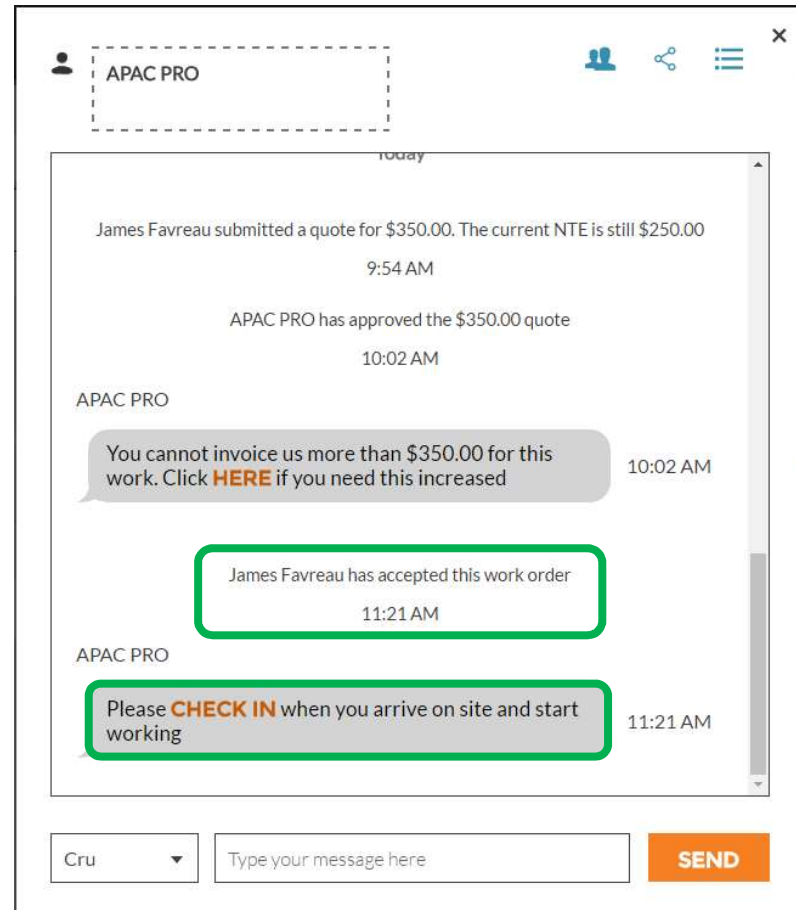
# Accepting a Work Order

At the bottom of the original CruChat work order details, you will be prompted to either “ACCEPT” or “REJECT” the work order

Click “ACCEPT” to accept the work order or “REJECT” to reject the work order

The action will be timestamped in the CruChat, and the customer will be notified that their work order has been accepted or rejected

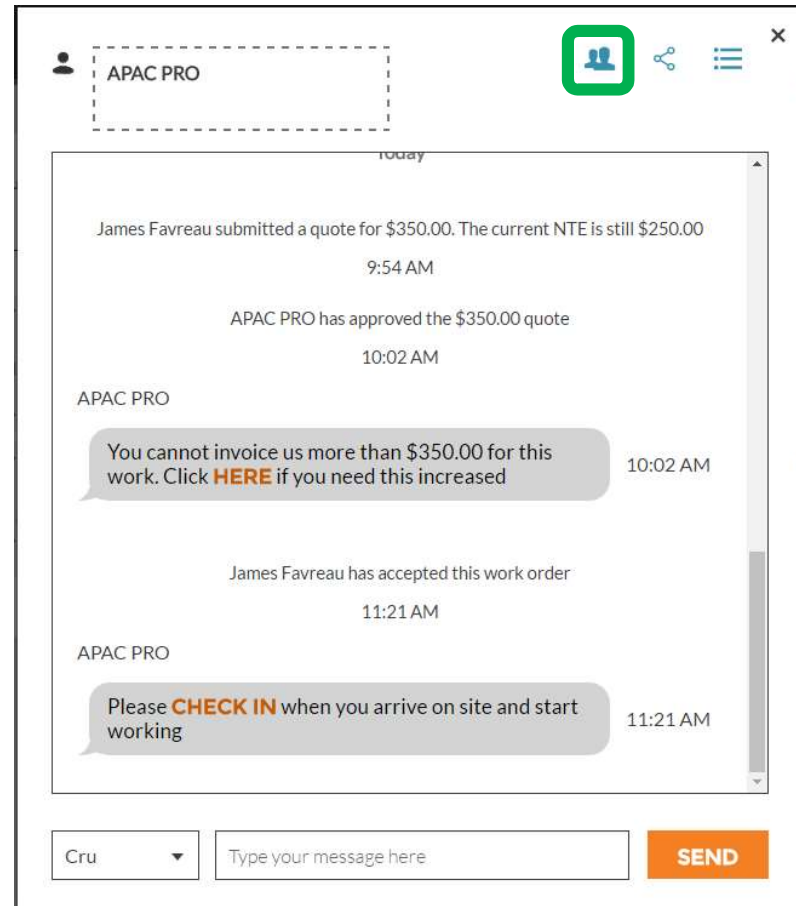
If you accept a work order, you a new available action to “CHECK IN” and begin the work will appear



# Assigning a Work Order

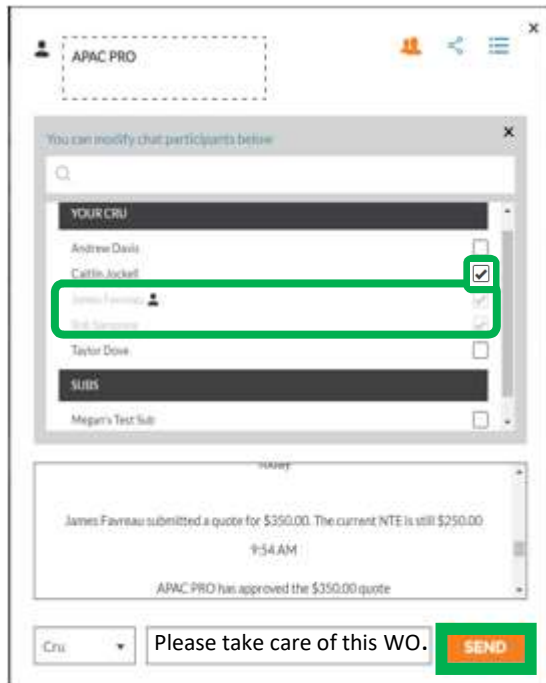
When a work order is accepted it can be assigned to a field technician or a Sub to complete the work

Click on the two-person silhouette icon at the upper right of the CruChat.





# Assigning a Work Order



CruMembers and connected Subs will appear, see pic on left

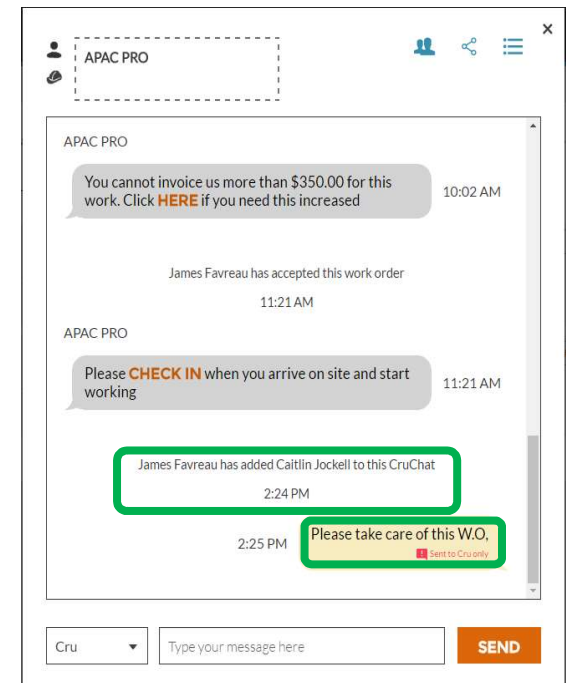
Names that are grayed-out are CruLeads which are automatically included on all CruChats

To assign work, click the checkbox to the right of the desired Sub or CruMember's name

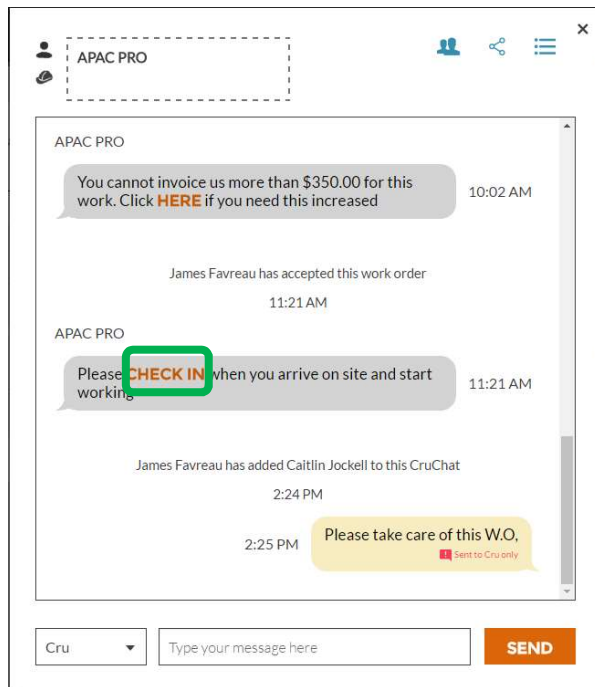
Enter a CruChat text message, click send

CruChat reflects the added CruMember and assignment of the work order

The work order is now assigned



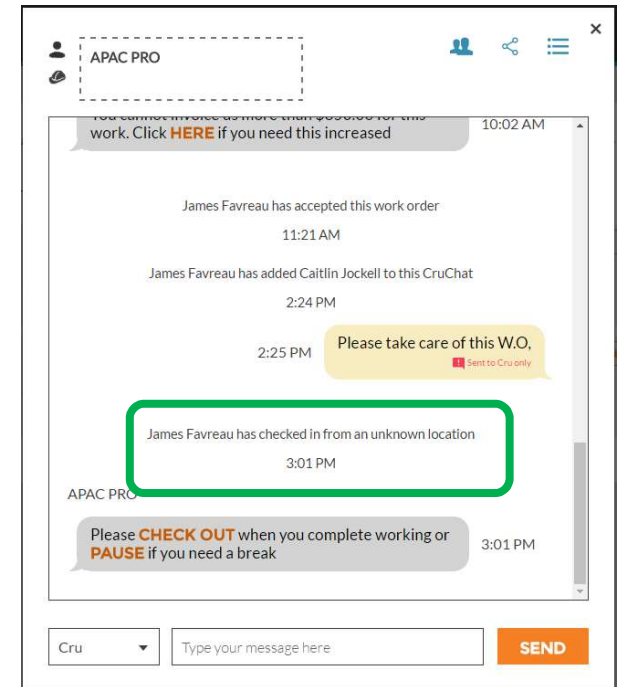
# Checking In to START the Work Order



When a CruMember or Sub is assigned a work order, they will be required to check-in onsite to start the work order

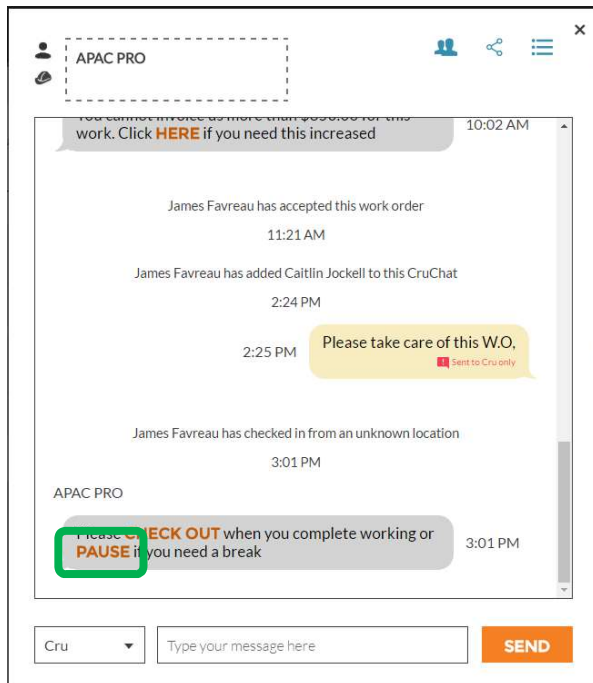
Click orange “CHECK IN” to start the work order

The CruChat will update with a note indicating the location of the person that has checked in and begun work



The customer will know that the technician was within a certain proximity to the site when checking in, and it begins to track time so that both the customer and service provider know how long it takes to complete the job

# Pausing a Work Order

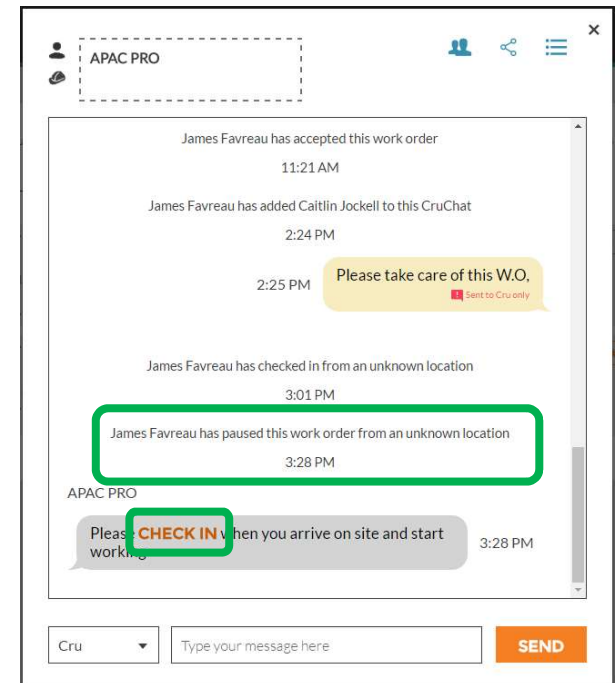


Sometimes you will need to pause the work order if the technician takes a break or leaves the site at the end of the day on a multi-day project

Click the orange "PAUSE" link

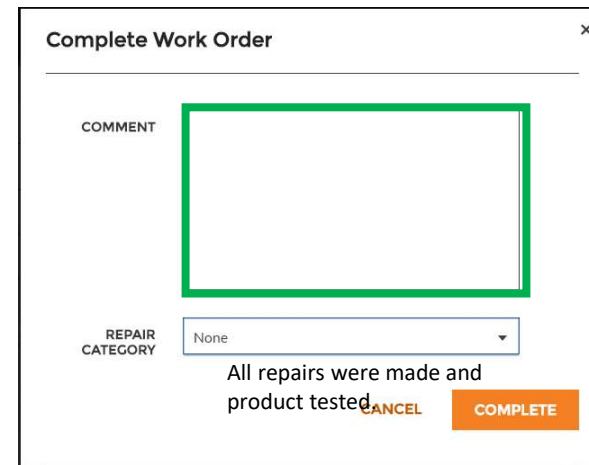
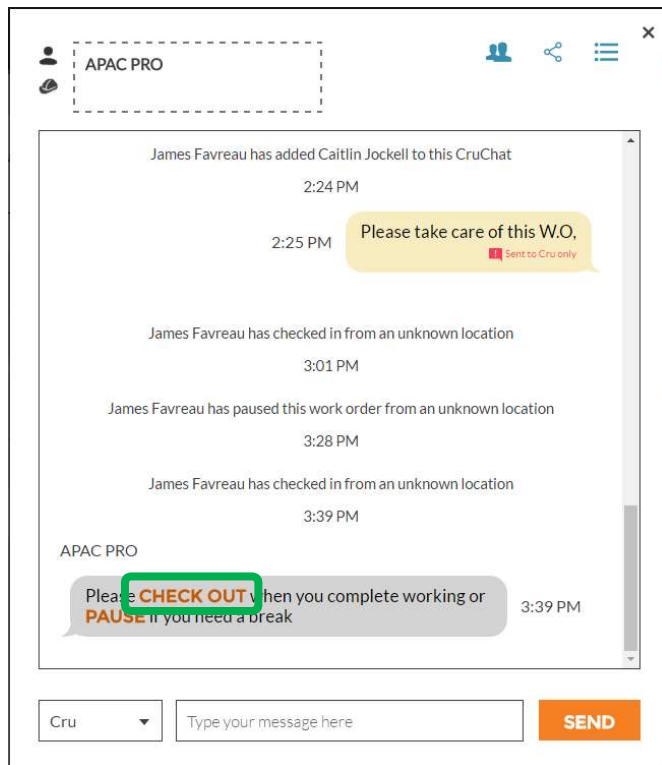
Once again the CruChat will be noted to record that the work order has been paused

When the technician is ready to recommence work they click on "CHECK IN"



# Checking Out and Completing the Work Order

When the work is completed, click on the orange “CHECK OUT” link



The “Complete Work Order” window will open where you should enter detailed comments about the work that was completed. These comments will be a valuable source of information and record for both you and your customer

# Repair Category and Repair Code

After entering your comments, select a “REPAIR CATEGORY” by clicking and accessing the repair category list

**Complete Work Order** [X]

COMMENT

REPAIR CATEGORY: None

CANCEL COMPLETE

- \*Not a Failure
- Equip>Catastrophic Event
- Equip>Commissioning
- Equip>Electrical**
- Equip>Environmental
- Equip>Human
- Equip>Hydraulic/Steam Systems
- Equip>Liquid Ingress
- Equip>Lubrication
- Equip>Machine Setup
- Equip>Mechanical
- Equip>Operation
- Equip>Pneumatic
- Equip>Process

**Complete Work Order** [X]

COMMENT: All repairs were made and product tested.

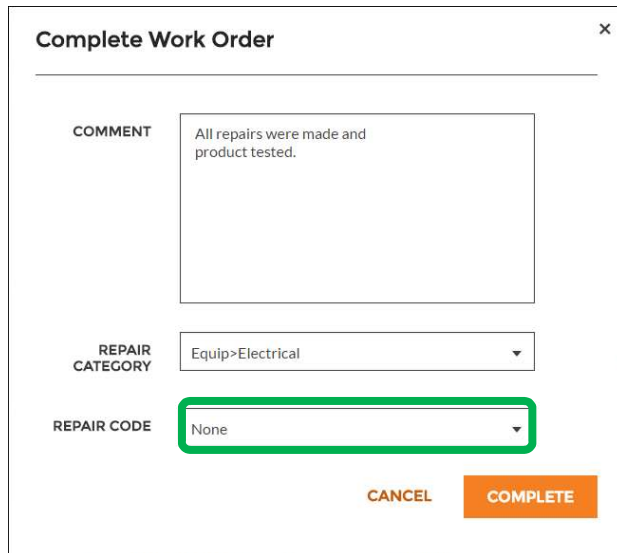
REPAIR CATEGORY: Equip>Electrical

REPAIR CODE: None

CANCEL COMPLETE

# Repair Category and Repair Code

Then you will do the same for the  
“REPAIR CODE”



**Complete Work Order** x

**COMMENT**  
All repairs were made and product tested.

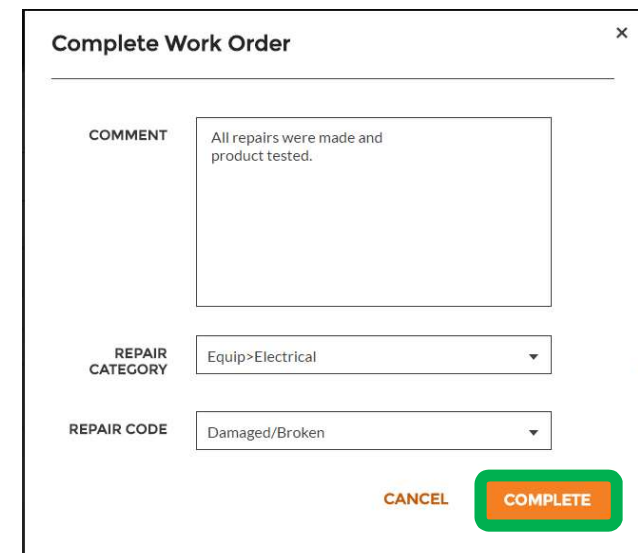
**REPAIR CATEGORY**  
Equip>Electrical

**REPAIR CODE**  
None

**CANCEL** **COMPLETE**

- Abnormal Temperature
- Arcing
- Battery Sulfation
- Cable Joint Failure
- Closed (Circuit)
- Coil/Solenoid Failure
- Damaged/Broken**
- Delamination/Exfoliation
- Dirt or Contamination
- Discharged
- Grounding/Earthing Problem
- Harmonic Distortion
- High Resistance
- Inaccurate Signal

And click “COMPLETE”



**Complete Work Order** x

**COMMENT**  
All repairs were made and product tested.

**REPAIR CATEGORY**  
Equip>Electrical

**REPAIR CODE**  
Damaged/Broken

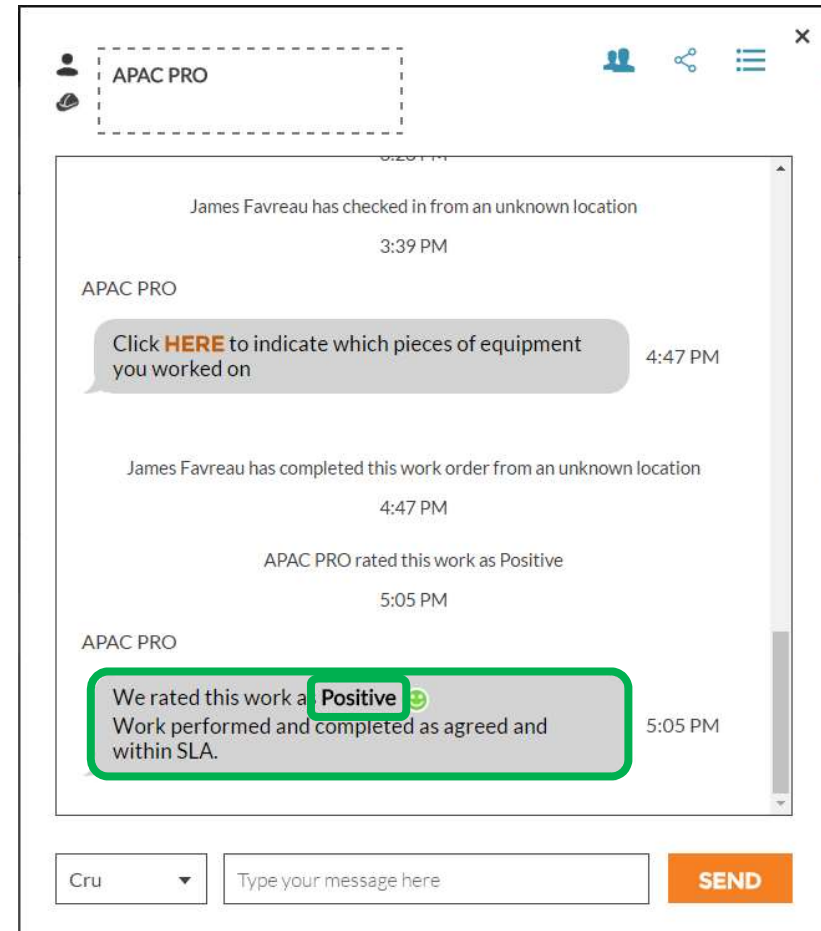
**CANCEL** **COMPLETE**

# Verifying and Rating the Work

When the technician has checked out and the work order has been completed, the customer will receive notification

Customers may rate the work during their verification process, and the rating will appear, with comments, in the CruChat verification message

If your customer has implemented the verification step as a requirement in the work order process, you will only be able to invoice the customer once their verification and work rating have been completed



The screenshot displays a chat interface for a work order. At the top, the contact is identified as 'APAC PRO'. The chat history includes the following messages:

- James Favreau has checked in from an unknown location (3:39 PM)
- APAC PRO: Click **HERE** to indicate which pieces of equipment you worked on (4:47 PM)
- James Favreau has completed this work order from an unknown location (4:47 PM)
- APAC PRO rated this work as Positive (5:05 PM)
- APAC PRO: We rated this work as **Positive** 😊. Work performed and completed as agreed and within SLA. (5:05 PM)

The 'Positive' rating in the final message is highlighted with a green box. At the bottom of the chat, there is a 'Cru' dropdown menu, a text input field labeled 'Type your message here', and a 'SEND' button.

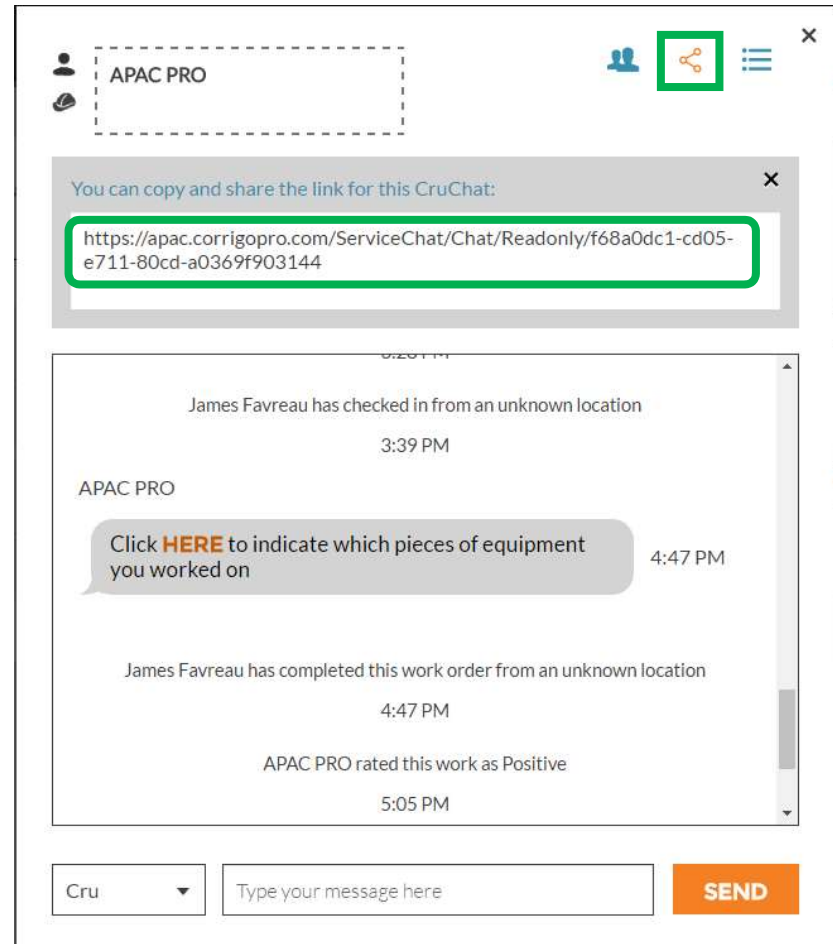
# The CruChat Link

To share a CruChat conversation via email or text, click on the link icon at the upper right of the CruChat window

This will generate an active CruChat link which you can copy and paste

Since the link is live, it will always show the current conversation. If the conversation continues, open the link again to see the new content

This is a powerful tool for archiving CruChat conversations or referencing specific work orders and details





# Questions

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Contact Corrigo via phone or online:

<https://corrigo.com/contactus/>